

## **SSM 50004 - 2021 Mustang Mach-E - FordPass Master Vehicle Reset - Phone As A Key And BackupStart Passcode Revoked**

Some 2021 Mustang Mach-E Customers that contact dealers stating they received a FordPass message regarding Master Vehicle Reset and after Phone as a Key (PaaK) and the Backup Start Passcode has been revoked. This may have affected no more than 250 customers. Advise customers to reset PaaK and then re-setup PaaK in the FordPass App. It is important that before attempting to re-setup PaaK in the FordPass app, the PaaK reset must be performed first and the key fob must be present. PaaK reset instructions can be found at: <https://owner.ford.com/support/how-tos/technology/keys/fordpass-phone-as-a-key.html>. Backup Start Passcode instructions can be found at: <https://www.ford.com/support/how-tos/fordpass/phone-as-a-key/how-do-i-use-my-phone-as-a-key-backup-start-passcode/>

APPLICABLE VEHICLES  
2021 CAR: GW CX727N C-EV